

Kofax White Paper

Kofax Express: Bringing Document Scanning to the Rest of Us

Scan-to-Archive for Underserved Market

Document capture is in many ways a mature technology. Yet over the past 20 years, scanning and imaging applications have focused almost exclusively on automating distributed, high-volume transactions for large paper-intensive enterprises. These installations might be large banking, insurance or retail companies scanning invoices, applications, or transaction documents remotely, and then transmitting (or shipping) the images to a central office.

One drawback to the robust capabilities of these systems is the fact that they often necessitate dedicated hardware, proprietary software, and a staff of IT managers to implement. Because of their scale, they may not easily integrate with established workflows or office applications.

While they can meet the needs of many of the highest volume forms processing and data extraction processors, most capture solutions have been expressly targeted to large-scale deployments of enterprise systems. And while these powerful applications have brought remarkable improvements to the banks, insurance giants, retail conglomerates and government agencies that could afford them, many smaller organisations have been left behind.

While the efficiencies of automated capture systems deployed by the Census Bureau, the Internal Revenue Service and

other heavily regulated industries cannot be overstated, there are many others who have been missing these benefits. Countless smaller organisations continue to be challenged by the expensive manual processing of paper documents. Whether it's medical and dental practices working to image patient records, or delivery transport and logistics companies capturing and storing driver manifests and bills of lading, the lion's share of document processes remain dependent on decades-old paper practices.

For the dental practitioner, the use of paper is subject to a number of risks: the loss or destruction of files, time wasted searching for documents, and the loss of a way to consistently manage and secure private records. For the logistics service, paper records are slow, limiting the ability to confirm delivery of goods, accurately track driver performance, or easily provide signed records to hasten payment. In all cases, the ability to transmit and share document images could bring time and labour savings and reduce costs.

For organisations seeking to perform batch capture without disrupting existing processes, there have been few options. Choosing among the many functions of high-end capture systems, investing the resources to programme these systems, and taking the time needed to train the operators for specific applications is cumbersome and cost prohibitive. These drawbacks have kept the benefits of document capture out of reach of many of the organisations that could most use them.

Meanwhile, scanner hardware has continued to improve, bringing high-capacity document capture more affordably within reach of the broader market. Excellent quality colour, duplex scanners are now available from a number of familiar vendors. These machines offer consistent performance at speeds of 100 ipm (images per minute)

and beyond. Features such as mixed document handling, double-feed detection, and automated document feeders have greatly improved throughput.

It's important to note that the actual scanning of paper is only one component of a complete batch-capture solution. Image post-processing (clean-up and validation of scanned images), key-from-image (where clerical staff view a document image on a screen and enter data from that image), document separation, and ultimately outputting images into a repository are each critical parts of the capture process. Further, these tools must integrate with existing work processes.

Incorporating these various components has put the cost of acquisition and total cost of implementation beyond the reach of the mass market. Previous attempts to bring capture to a wider audience have been stymied by cumbersome software applications that were difficult to learn and challenging to output to established document repositories.

As they wait for an easier way to streamline the mountains of paper documents an organisation generates, businesses have continued to rely on outdated practices.

A Capture Solution that Works the Way You Do *Point...Click...Scan...Perfect...Process...Release*

In response to the broader market's need for a practical capture solution, Kofax has drawn on its two decades of experience to introduce Kofax Express. Combining many of the benefits of legacy document capture solutions, Kofax Express is simple to install, easy to learn and integrates seamlessly with existing applications. Simply scan a batch, work with clean images, process their content, and release to archive.

Kofax Express is based on the concept of a “job” – a saved configuration of settings related to the documents being scanned. A job can include bar code and index definitions as well as customised settings for document separation, indexing and ultimate “release” to a content repository.

Within each job, “batches” can be defined consisting of scanned documents and images. To get started, a predefined “Scan to Desktop” job with predefined index fields opens the first time Kofax Express is launched. Creating new jobs, which can be saved and reused, is straight-forward and intuitive.

Consider the busy dental practice. While its medical technology may be part of the 21st century, patient records are often still stored in file folders that are accessed, handled and re-filed manually. Vendor invoices and insurance forms are stored alongside patient records. Like most organisations that are focused on their core competencies, there isn’t enough time to stop to train staff and disrupt filing systems with new processes.

However, with Kofax Express, existing paper files and incoming documents could simply be fed into a compact scanner, keyed and validated with familiar Microsoft Office commands, and documents automatically separated. Document indexing is then automated and document images are stored as familiar PDF files. Document batches might also be released into a collaboration tool such as Microsoft SharePoint or other standard document archive repository or content management system. The dental practice is then able to focus on the business of teeth while migrating to modern document processes without interruption.

Similarly, the delivery company could run its daily driver delivery receipts and various transportation waybills through a scanner; index them according to client, date or any of a number of variables, and then store image files for automated billing support. Image enhancement (the built-in VirtualReScan (VRS) in Kofax Express) could readily compensate for the many poor quality documents that arrive in a mixed-document environment. With the ability to output directly into content management systems, transportation partners and customers might securely access records of delivery confirmations. Further, invoicing, which often requires a variety of support documents, could be streamlined thereby improving cash flow.

In each example, the capture system becomes part of an existing workflow, as opposed to replacing what’s already in place. Training is minimised; due to Kofax Express’ ability to work with productivity tools that are likely already installed (e.g., a single-station scanner, Adobe Acrobat Reader and Microsoft Office 2007).

The Three “R’s”: Return on Investment, Rapid Deployment, Robust Functionality

The benefits brought by implementing Kofax Express will be felt immediately. One of the most tangible benefits of a document capture system is the cost savings for document retrieval. Organisations spend a substantial sum simply looking for paper files. This is a measurable cost:

**X = Amount of Time Searching for Documents
(in minutes)**

**Y = Number of Employees involved in document
processes**

S = Salary (in minutes)

Simply multiply these variables to determine the annual cost of searching for lost documents. Add to this figure

the cost to recreate those documents that are never found. Additionally, there is a cost of physically retrieving paper documents—even when their location is known.

Simply eliminating cumbersome paper files frees physical space for more productive use. In fact, there has been some research into determining the cost of paper storage:

“To get a handle on your paper storage costs, first count, or estimate, the number of file cabinets you have. You can measure or estimate how much floor area they occupy. A common footprint for a file cabinet is 2.5 ft, though if you count the space an open drawer uses, you might double this figure. Multiply by the value of that floor area and you might get a cost from \$25 to \$100 (per filing cabinet) per year for the space.

Assuming 2,000 sheets/foot of file space, a typical 4-drawer cabinet might have a capacity of 16,000 sheets. Assuming it is just 75% full, it would contain 12,000 sheets or 24 reams. At \$2.50/ream, this is \$60 of paper, and so the value of the floor area is often comparable to an annual paper purchase cost of the paper in it.”

(Environmental Energy Technologies Division, Ernest Orlando Lawrence Berkeley National Laboratory, University of California U.S. Department of Energy)

Depending on the cost of office space, these figures can run substantially higher. Wilfred W. Fong with the School of Library and Information Science at University of Wisconsin-Milwaukee estimated the annual cost for just one file cabinet in Manhattan at over \$2,500.

“The same file cabinet will cost approximately \$1130 per year in Boston at \$15.70 per square foot while it is about \$1,080 annually in Columbus, Ohio at \$15 per square foot. In Houston, Texas, the file cabinet space will cost approximately \$916 per office with an average of six file

cabinets and a 25% growth annually in paper documents filings, so the cost to maintain a paper storage space will dramatically increase every year.”

(Document Imaging: A Step Toward a Paperless Office).

More immediately noticeable, however, is the increased productivity brought by electronically-managed documents. There are substantial time and labour savings of being able to instantly access—let alone find—needed files, and these efficiency improvements run throughout an organisation. In addition to the time saved from not having to search for or recreate lost documents, every business process the document touches runs more smoothly. Bills are prepared faster—improving cash flow; customer inquiries are answered immediately—improving satisfaction; and costs are reduced—improving the bottom line.

For regulated industries document control is not only a goal, but a legal requisite. For medical offices, adhering to patient privacy rights means controlling who has access to patient records. For insurance, pharmaceutical, and any publicly-traded company, records management is an integral part of compliance. Electronic documents can be managed in an archive repository with much greater control than their paper equivalents. And because information captured as soon as paper enters an organisation is more accurate, it is less prone to loss.

For data entry operations, staff can focus only on key areas of a document, with the ability to zoom within a single document, or set of documents and re-order pages much more efficiently than working with paper. Organisations entering data from paper documents reap the benefits of automated capture, image enhancement and key-from-image. Those organisations still clinging to their paper documents are quickly converted once they've experienced the Kofax Express image

viewer. Deploying familiar Office 2007 key commands, documents displayed are actually easier to handle than those on paper. By selecting specific areas, and with the ability to zoom-in on any region, even challenging documents are readable.

Thanks to the robust capabilities of Kofax VRS, features such as deskew, cropping and hole-punch removal greatly improve image quality. (These features can be turned on or off at anytime without having to re-scan). So even in situations where original paper documents are not of high quality, the document images will be.

Best of all, Kofax Express offers organisations an opportunity to realise the benefits of document capture right out of the box. Because it capitalises on investments already made in Office 2007, document content systems such as SharePoint, and a single-station scanner, a robust capture system is made affordable. There are no additional “click charges” or image limits, as the software is only restricted by the capacity of the chosen scanner. (Kofax Express is compatible with a broad range of scanners from Bell+Howell, Canon, Fujitsu, Kodak and Panasonic).

Despite the turnkey ease of Kofax Express, it still carries many of the higher-end features of its cousin Kofax Capture. Document indexing, bar code support and automated document separation tools come standard. In fact, the ability to release directly into SharePoint or Kofax Capture is built-in, so as organisations grow they can easily migrate to the more robust product as required. (Advanced users can craft release scripts of their own by utilising the Kofax Express release application programming interface.)

When is Kofax Express an Ideal Fit?

Because of its functionality, Kofax Express is well suited for a variety of businesses. Whether it's a dental practice looking to streamline patient records, or a delivery service managing its assorted delivery documents, Kofax Express integrates well with existing operations. Any organisation that faces a backlog of paper documents that must be shared, stored, accessed, inputted or archived will benefit. Firms that handle multiple suppliers, products and accounts can deploy Kofax Express to make transactional documents more productive. Customer service, order-entry, or data extraction (key-from image) are simplified by Kofax Express.

Kofax Express serves as a welcome market complement to Kofax Capture, (formerly known as Kofax Ascent Capture) the world's leading capture software. While Kofax Express provides a wealth of basic batch scanning functionality, Kofax Capture is an even more sophisticated capture platform, offering advanced capabilities.

For organisations that require the ability to extract usable data from their documents and automatically populate business applications and databases, Kofax Capture may be a better choice. These production-level enterprises may need features such as automated content classification, and forms processing, or the ability to perform distributed scanning across multiple workstations. With its ability to identify multiple document classes, advanced separation, validation scripting, and perform database look-ups, Kofax Capture remains available as an end-to-end solution to those businesses that migrate from Kofax Express.

For organisations requiring complex document transformation (i.e., the extraction of defined data, intelligent character recognition and other forms

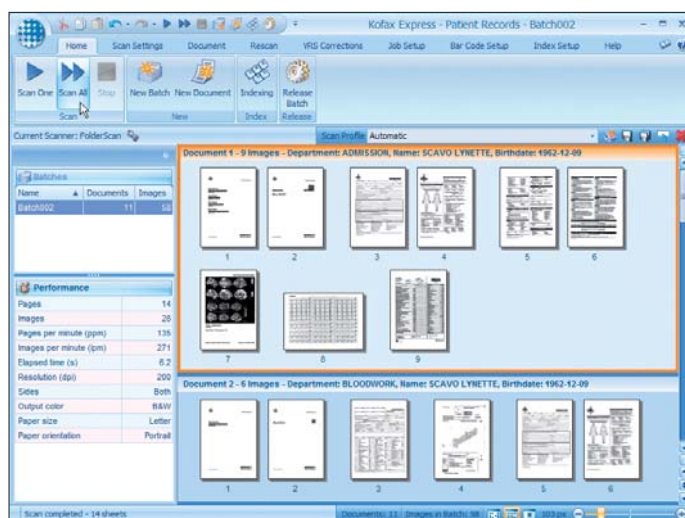
processing functions) then Kofax Capture remains the premiere choice. Kofax Express, on the other hand, is intended as a single-workstation application for simple document archive.

Serving the Full Capture Spectrum

The introduction of Kofax Express is evidence of how far the capture market has come, as well as recognition of how capture itself evolves within an organisation. For a capture system to be adopted in the first place, it must affordably integrate with an existing infrastructure, be easy-to-use, and must have the functionality to make it practical. Once the benefits of improved document efficiencies become apparent, the capture system must also be able to expand.

For organisations that deploy capture technology, the bottom line is results. For the dental practice, patients care becomes timelier, billing more accurate and records handling more secure. For the delivery service, shipments move faster, drivers are more efficient and customer service is streamlined. These are but two examples of the countless businesses facing paper paralysis. Legal firms handling case briefs, realtors amassing paper contract files, publishers working with editorial submissions; each carry their own mix of document chaos, and each can benefit from Kofax Express. It all begins with a decision to modernise paper processes, and a realistic path to automation.

- Intuitive user interface: Kofax Express is fully Microsoft Office 2007 compliant, allowing the use of familiar functions and right-mouse actions;
- Fast dynamic viewing during scanning: (SmoothView™¹);



- Multi-core optimised: makes maximum use of available processing power, which means rated-speed scanning performance;
- Perfectly integrated VRS: flexible image clean-up options both during scanning as well as VRS corrections on any scanned image after scanning;
- Easy document separation: several options including blank pages, bar codes, patch codes or by page counting;
- Performance: up to 255 colour images per minute (with a quad-core processor at 200 dpi);
- Flexible indexing and release options: into SharePoint, into Kofax Capture or into document archive systems;
- Enhanced Bar code Support: Detection of linear & 2-D bar codes, and the ability to perform document separation and indexing using bar codes. (Unsurpassed bar code reading reliability with EBC technology);
- Integrated advanced scanner settings;
- Multi-feed detection, colour drop out, etc. with error alerts;
- Unlimited visual undo: Control-Z as much as needed;
- Single click rescan: insert mis-fed or forgotten documents without interrupting a batch;
- Flexible release scripts for custom output.

¹ SmoothView Technology allows multiple document images to be manipulated with ease. Find, replace, gather, zoom, divide, rotate, swap, order and place document images as desired.

Kofax Express is now available from a number of distributors, resellers, and online retailers. Alternatively, please contact Kofax for more information at the following link: <http://www.kofax.com/contact/contact-form.asp> or send an email to info@kofax.com.

An evaluation version of Kofax Express is also available for trial use at: <http://www.kofax.com/express>.

About Kofax

Kofax plc (LSE: KFX) is the leading provider of document driven business process automation solutions. For more than 20 years, Kofax has provided award winning solutions that streamline the flow of information throughout an organization by managing the capture, transformation and exchange of business critical information arising in paper, fax and electronic formats in a more accurate, timely and cost effective manner. These solutions provide a rapid return on investment to thousands of customers in financial services, government, business process outsourcing, healthcare, supply chain and other markets.

Kofax delivers these solutions through its own sales and service organizations, and a global network of more than 1000 authorized partners in more than 60 countries throughout the Americas, EMEA and Asia Pacific.

For more information, visit www.kofax.com.